

UNISON

Job Brief: Data & Insight Analyst – Department of Data & Insight

Introduction

1. UNISON is Britain's leading public services trade union, with over 1.3 million members working in the public service, private, voluntary and community sectors and in the energy services. We employ 1,200 staff, approximately 370 at our national centre in Euston, central London and the remainder in our 12 regions across the UK, including Northern Ireland.
2. The Department of Data & Insight is a new team set up to promote transparency and integrity in the use of data and analytics across UNISON through robustness and innovation. We work with different teams to deliver relevant, high quality reports and analysis to facilitate data-driven decision making. We also design and create BI dashboards and other tools to ensure timely and accurate information is accessible to relevant stakeholders in the easiest and most secure way possible.

The Role

3. The Data & Insight Analyst is part of a team with the responsibility to produce high quality reports and analysis to inform strategic decisions regarding membership, recruitment, retention, organising, and other business objectives of UNISON. This role will also play a crucial role in improving the breadth and efficiency of access to information and data across the organisation.
 - Query, cleanse, format, and merge datasets from internal and external data sources
 - Create, maintain, and update BI dashboards and reports
 - Create and update automated reports in R or Python
 - Create surveys and analyse responses
 - Produce ad hoc reports as requested
 - Process high volumes of sensitive information accurately and responsibly according to GDPR rules and our internal data governance policies
 - Present complex analysis to audiences with varying levels of knowledge in the subject matter in a clear and coherent way
 - Effectively present complicated information to ensure the audiences understand its limitations and intended purposes appropriately
 - Provide support to colleagues who use reports, dashboards and other reporting tools created by the Data and Insight Team
 - Collaborate with other teams and ensure the reporting and analytical outputs are fit for their specific business needs and UNISON's wider business objectives as a member-based not-for-profit organisation
 - Monitor inconsistencies in reporting processes, identify issues and suggest solutions
 - Organise workload and conflicting deadlines
 - Support Head of Data & Insight as required

UNISON – Data and Insight Analyst

Ref: ORD/199/200

JOB DESCRIPTION

Grade: 4
Hours: 35 per week
Location: UNISON Centre, London
Reports to: Head of Data and Insight

Job Summary

A specialist post working in a small team with responsibility for producing high quality reports and analysis to support strategic decision making. Working with other teams to provide them with information and data to enable informed decision making in respect of membership engagement related to recruitment, organising, and negotiations. The post-holder is responsible for supporting the development, design and creation of dashboards and other data presenting tools for use by internal stakeholders.

Key Responsibilities

- Supports the Head of Data and Insight in the production of reports and other information sets to senior managers and stakeholders to facilitate data informed decision making.
- Create, design, and maintain BI dashboards and other data presentation platforms to ensure that they accessible and easily understood and used by stakeholders.
- In collaboration with colleagues and other teams, to advise on the creation of surveys and undertake analysis of outcomes and to present this in an accessible and informative way.
- To be able to manipulate data by using data tools such as Power BI, Tableau, and COGNOS in order to build reports and dashboards for use by other stakeholders.
- To use SQL, R and/or Python to query, cleanse, format and analyse data for reporting and modelling purposes.
- Make presentations to a range of audiences of important data information and analysis in clear and coherent ways to facilitate understanding and informed decision making.
- To ensure that data and information is handled and dealt with securely and in compliance with GDPR requirements and UNISON policy.
- Undertake other duties as required by the grade and/or job profile of the post

Data & Insight Analyst
Person specification and selection criteria
Ref: ORD/199/200

Heading	Selection Criteria	Assessment
1. Thinking	1.1 Ability to identify areas in reporting and modelling processes where automated jobs can be created in innovative ways to help improve efficiency. 1.2 Strong analytical and problem-solving skills to create relevant and reproducible reports that answer key business questions with data from multiple business areas. 1.3 Ability to listen and understand different analytical needs from different teams within UNISON and tailor outputs accordingly. 1.4 Ability to identify and explain complicated information or caveats to ensure outputs from the team are used appropriately within their intended purposes.	A. P. I.
2. Interpersonal & communication skills	2.1 Strong interpersonal skills to collaborate with colleagues in other teams to produce high-quality products that are fit for their specific business needs. 2.2 Ability to analyse complex issues and write reports that are clear and coherent. 2.3 Ability to present analysis on complex issues to audiences with varying levels of knowledge in data and subject matters in a clear and coherent manner.	A. P. I.
3. Initiative & independence	3.1 Ability to organise their workload and conflicting deadlines. 3.2 Ability to solve problems using their own initiatives and to escalate critical issues to their line manager.	A. I.
4. Resource management	4.1 Ability to process and deal with high volumes of data in an accurate and sensitive manner in line with GDPR regulations. 4.2 Great attention to details to ensure the data and analytical outputs are timely and accurate.	A. I.
5. Physical skills	5.1 Keyboard skills	A.
6. Knowledge & experience	6.1 Fluent in SQL, R and/or Python to query, cleanse, format, analyse and visualise data from various sources for reporting and modelling purposes. 6.2 Knowledge and experience using BI tools such as Power BI, Tableau, COGNOS and so on to build reports and dashboards for stakeholders across various business aspects within UNISON. 6.3 Understanding of business and data requirements in a membership-based not-for-profit organisation. 6.4 Understanding and knowledge of GDPR requirements and how they apply to everyday tasks that involve data.	A. P. I.